How to Submit a Claim for Personal Property or Trip Cancellation/Interruption
Guide for Students

Step 1. Print, complete and sign the relevant claim form:

- **Personal property claim form**
  
  To be eligible for the personal property benefit, you must submit a police report, filed within 24 hours of the theft, as one of your supporting documents. Other policy rules and exclusions may also apply.
  
  **HINT** – Enter your UC Student ID# in the field for ‘Member ID#’. To maximize your eligible reimbursement, submit original purchase receipts of lost/damaged/stolen items. If you purchased the item(s) online, try to find the original e-mail receipt(s) or access past orders by logging into your account with the online seller.

- **Trip cancellation/interruption claim form**
  
  The maximum benefit is $2,000.
  
  **HINTS**
  
  - Member ID # = UC Student ID#
  
  - Program Name = program name and term as written at the top of your UCEAP application, ex. Global Studies, Japan, Fall 2020-2021
  
  - Group Leader: UCEAP
  
  - Address: 6950 Hollister Rd, STE 200, Goleta, CA 93117
  
  - Trip Departure Date = official UCEAP program start date
  
  - Scheduled Return Date: official UCEAP program end date
  
  - Enrollment Effective Date – Fourteen days prior to your official UCEAP program start date

Step 2. Prepare supporting documentation and submit claim

a. To submit the claim via mail, make copies of the signed claim form and all supporting documents, then mail the originals to:

   Administrative Concepts Inc.
   994 Old Eagle School Rd, Suite 1005
   Wayne, PA 19087-1802

   Make a note of the post-mark date on the copy you keep.

b. To submit the claim via fax, send to 1+ 610-293-9299 and keep your ‘send verification’ along with the documents you faxed.

c. To submit the claim via email,

   i. Scan the completed and signed claim form and all supporting documentation.

      **HINT** - There are free ‘Scanner’ apps that turn a picture taken with your cell phone into a ‘scanned’ document.

   ii. Attach all scanned docs to an email addressed to intlassist@acitpa.com.

   iii. In the ‘Subject’ line, write ‘UCEAP’ and your first and last name and indicate the type of claim you are submitting. Example: ‘UCEAP – Jack Frost – Personal Property Claim’.

   iv. Keep a record of all documents that were attached and the date the e-mail was sent.

If you have questions about the claim process or the status of a submitted claim, contact Administrative Concepts, Inc. at intlassist@acitpa.com or call 1-888-293-9229 (in the US) or 1-610-293-9229 (outside the US) [Select ‘2’ for ‘Member Services’].

Revised: 2/2020